

Date: August 21, 2012

To: Thomas J. Bonfield, City Manager
From: Bruce T. Pagan, Jr., Fire Chief
Subject: Contract for a Fire Based Inspections, Reporting, and Asset Management Software

EXECUTIVE SUMMARY

The Fire Department's Fire Prevention Division is not currently automated. By implementing a new software program for the department and moving fire inspectors to a technology based system, the time required to complete a fire inspection will decrease and will increase productivity within the division. Automating the division will also move the Fire Prevention Division closer to its adopted goal of annual inspections for all businesses. As a component of this initiative, the billing and collections component of the division's activities will be outsourced to a third party vendor. The move will allow the department to reduce postage and duplication costs. This move will also remove the burden of tracking delinquent accounts from the Finance Department.

Within all divisions of the department, personnel will be moved to an industry-standard software system that will allow sharing and tracking of information. Personnel will be able to enter training records, track inventory, record OSHA-required equipment checks, and enter emergency incident reports for fire and medical calls. All information will be tied together to allow for ease of tracking and interoperability. With a move to a new system, the software will be designed to easily extract information and is aligned with information needed to maintain the department's accreditation.

This program was approved in the FY2013 as a new initiative funded within target.

RECOMMENDATION

Staff recommends that the City Council authorize the City Manager to execute a two year contract with Fire Recovery USA for Fire Based Inspections, Reporting, and Asset Management Software in the amount of \$239,020, and authorize the City Manager to modify the agreement before execution provided that the modifications do not increase the dollar amount of the agreement, and that the modifications are consistent with the general intent of the existing version of the agreement.

BACKGROUND

The Fire Department's Fire Prevention Division is not automated. Currently, the inspectors hand-write their reports for each business they inspect. Approximately 6,800 inspections were completed in FY2012. The inspectors then bring paperwork back to an administrative assistant, who has the task of manually entering the daily reports generated by eight fire

inspectors. By implementing a new software program for the department, and moving the fire inspectors to a technology based system, the time required to complete a fire inspection will decrease and is estimated to increase productivity thirty percent. Additionally, the Fire Department has adopted an annual fire inspection schedule for each business in Durham, which is more stringent than the North Carolina state schedule. It is recognized that the Prevention Division is not efficient enough to maintain the set schedule, which translates to businesses being inspected outside the adopted schedule. A move to automate the division will also move the Fire Prevention Division closer to its adopted goal of annual inspections for all businesses. As a component of this initiative, the billing and collections component of the division's activities will be outsourced to a third party vendor. The move will allow the department to reduce postage and copying costs. This move will also remove the burden of tracking delinquent accounts from the Finance Department.

Within all divisions of the department, personnel will be moved to an industry-standard software system that will allow sharing and tracking of information. Personnel will be able to enter training records, track inventory, record OSHA-required equipment checks, and enter emergency incident reports for fire and medical calls. All information will be tied together to allow for ease of tracking and interoperability. A limitation of the current records management is the inability of the activities of the Fire Prevention Division to be integrated into the remainder of the department. With a move to a new system, the software will be designed to easily extract information and is aligned with information needed to maintain the department's accreditation.

ISSUES AND ANALYSIS

On July 18, 2012 a Request For Proposal was posted to the City of Durham Website. One sealed bid was opened on August 2, 2012. The bidder from California was not present.

The following is a summary of bids received for Fire Based Inspections, Reporting, and Asset Management Software:

- | | |
|---------------------------|-----------|
| 1. Fire Recovery USA, LLC | \$239,020 |
|---------------------------|-----------|

The proposal from Fire Recovery USA, LLC was reviewed by Deputy Chief Curia and Assistant Chief Iannuzzi and found to meet the criteria of the RFP and the needs of the department.

ALTERNATIVES

The alternative to this recommendation is to continue using paper inspection forms, paper billing, and current Fire/EMS reporting software. While the department can provide service in this manner, this alternative will hinder Fire Department efforts of continuous process improvement. Additionally, this alternative will hinder efforts to reach several stated strategic initiatives.

FINANCIAL IMPACT

This is a two year contract that would begin in October 2012 and continue through October 2014. Because this contract spans two calendar years, funding is divided into three fiscal years. Estimated servicing fees based on historical inspection activity are detailed below:

- | | | |
|--------------|--------------|----------------------------------|
| • Total FY13 | \$89,632.50 | (October 2012 through June 2013) |
| • Total FY14 | \$119,510.00 | (July 2013 through June 2014) |
| • Total FY15 | \$29,877.50 | (July 2014 through October 2014) |

The contract amount includes the cost of all software, equipment, and related equipment fees totaling \$143,144 over the two year period.

The fire department will pay for this initiative within target due to the July 1, 2012 Inspection Fee increase which is expected to increase billed inspections by approximately \$225,000 annually. Additionally, the department expects an increase in fee revenue of \$190,000 to \$285,000 annually after full implementation. Full implementation is expected to occur around January 1, 2013, approximately 90 days after the contract is signed.

SDBE Summary

The Equal Opportunity/Equity Assurance Department reviewed the proposal submitted by Fire Recovery USA, LLC of Roseville, California to determine compliance with the Ordinance to Promote Equal Business Opportunities in City Contracting. It was determined that Fire Recovery USA, LLC is in compliance with the Ordinance to Promote Equal Business Opportunities in City Contracting.

SDBE REQUIREMENTS

There are no M/SDBE or W/SDBE goals.

WORKFORCE STATISTICS

Workforce statistics for Fire Recovery USA, LLC are as follows:

Total Workforce	9	
Total Females	4	(44%)
Total Males	5	(56%)
Black Males	0	(0%)
White Males	5	(56%)
Other Males	0	(0%)
Black Females	0	(0%)
White Females	4	(44%)
Other Females	0	(0%)